

Name

Group

LEVEL 1 / 2 AWARD IN HOSPITALITY AND CATERING unit 1


AO1


Understand the environment in which hospitality and catering providers operate


The learner can:	Assessment Criteria	Content unit 1
LO1 Understand the environment in which hospitality and catering providers operate	AC1.1 Describe the structure of the hospitality and catering industry	Hospitality and catering industry <ul style="list-style-type: none"> • Types of provider • Types of service • Commercial/non-commercial establishment • Services provided • Suppliers • Where hospitality is provided at non-catering venues • Standards and ratings • Job roles within the industry
	AC1.2 Analyse job requirements within <u>the hospitality</u> and Catering industry	Requirements <ul style="list-style-type: none"> • Supply and demand • Jobs for specific needs • Rates of pay • Qualifications and experience, training • Personal attributes
	AC1.3 Describe working conditions of different job roles across the hospitality and catering industry	Working conditions <ul style="list-style-type: none"> • Different types of contract • Working hours • Rates of pay • Holiday entitlement, remuneration
	AC1.4 Explain factors affecting the success of hospitality and catering providers	Factors <ul style="list-style-type: none"> • Costs, profit, Economy • Environment • Emerging cooking techniques, technology • Customer demographics/lifestyle and expectations • Customer service • Competition • Trends, media, political factors

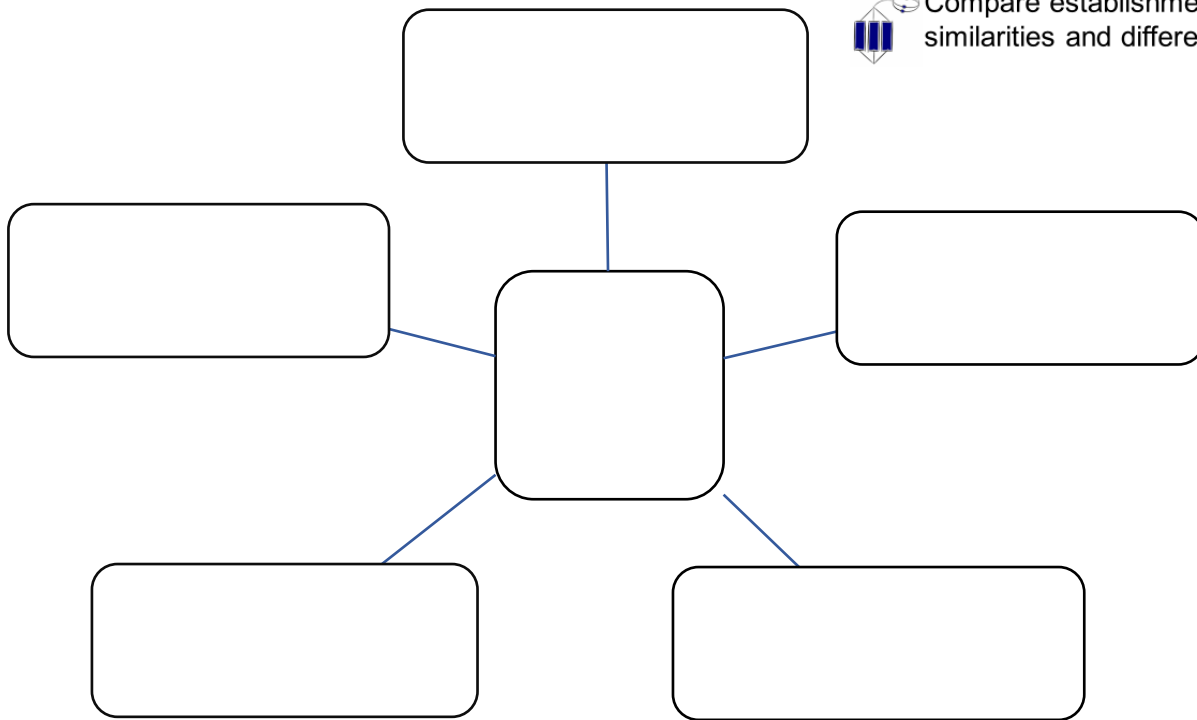
AC1.1 structure of the hospitality and catering industry

What is the structure of the Hospitality and catering industry ?

 Identify at least 5 different establishments

 Explain 2 establishments in detail.

 Compare establishments explaining their similarities and differences



Non Residential

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Residential

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Non profit

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Key Word:	Meaning within the Catering Industry: look these up online
Establishment	
Hospitality	
Service	
Consortium	
Chain	
Corporate	
In-house	
Residential	
Non-residential	
Commercial	
Non-commercial	
Management	
Outlets	
Operatives	

Types of establishment	 	Features
Hotels		
Motels and holiday parks		
Bed & breakfasts, guesthouses		
Restaurants		
Cafes		

Fast Food		
Take aways		
Public Houses and Bars		
Hospitals		
Prisons		
Millitary		
Care home meals		

Comparing different Catering establishments

Use the following words provided to complete a **comparison** between a 4* Hotel and a Guesthouse or B&B.

Put each statement into the correct column.




- Holds more people.* *Usually family run.* *Only does a breakfast meal.*
Small (just a few rooms). *Has more facilities e.g. gym and pool.*
Often part of a chain.
Lots of staff work there. *Has a bar and restaurant.* *Has very few facilities.*
Might do an evening meal. *Meals can be taken in rooms.*

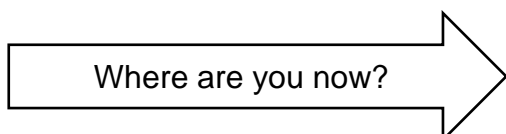
Then use your own words to compare a 4* restaurant with McDonalds

4* Hotel	Guesthouse or B & B

4* Restaurant	McDonald's

What is the structure of the Hospitality and catering industry ?

-  Identify at least 5 different establishments
-  Explain 2 establishments in detail.
-  Compare establishments explaining their similarities and differences



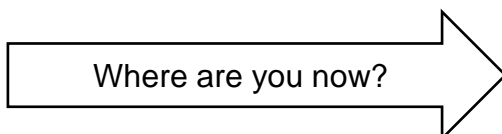
AC1.1.2 Styles of service

Counter service	Table service	Personal service
Cafeteria Self service Fast food Take away Buffet Carvery	Plate service Family service Silver service Gueridon service	Travel service Transported meal service Tray service Vending service Meal delivery

Style of service	Description
Cafeteria / self service	
Fast food / take away	
Buffet / carvery	
Plate service	
Family service	

Silver service	
Gueridon service	
Travel service and transported meal service	
Tray service	
Vending service	
Meal delivery	

What are the styles of food service?



Be able to state a variety of styles of service



Explain the main features of each style of service



Be able to compare suitability of styles of service for different establishments

AC1.1.3 Food at non catering venues

MENU

MENU

For each of the following events, create a menu of at least 6 items that would be suitable to serve as a contract caterer

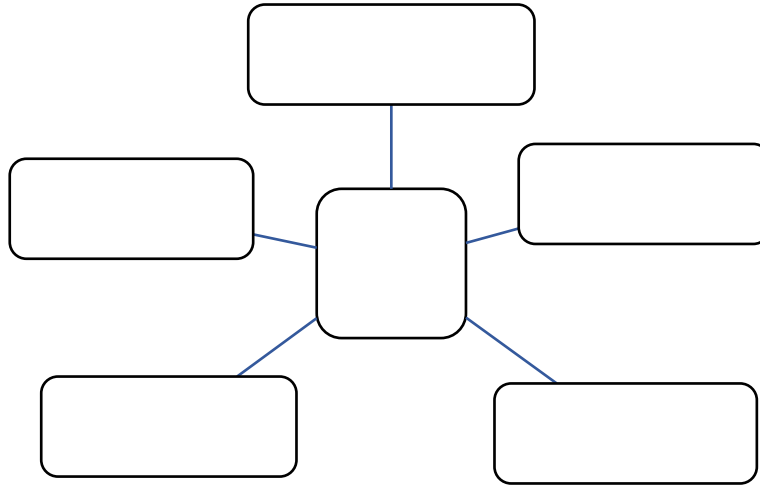
1. A local village school bonfire and fireworks party- cheap and cheerful
2. The vicars traditional tea party for the flower arrangers of the parish
3. A GCSE results day celebration party
4. A slimming club Christmas "do"

MENU

MENU

Scheme	Rating	Who rates it	Advantages	disadvantages
Michelin stars	1-3	Anonymous inspector- do not identify themselves	Inspector is restaurant expert or food critic	Only 1 persons opinion on one occasion
AA rosettes				
Good food guide				
Online review sites				

Suppliers to hospitality and catering



Type of supplier	Advantages	disadvantages
Specialist markets		
Local suppliers		
Large wholesalers		

Where do Hospitality and Catering establishments buy their supplies?

How are establishments rated and reviewed?



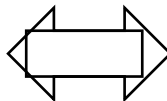
Be able to state different types of suppliers



Be able to state different methods of ratings



Explain the different types of suppliers



Explain the differences between different methods of ratings



Be able to explain the advantages and disadvantages of different types of suppliers



Be able to explain the advantages and disadvantages of different types of ratings

1. The Royal Hotel has decided to offer a buffet service for its New Years Eve Party.

(a) State two advantages of a buffet service to: [4]

the hotel:

(i)

(ii)

the customer:

(i)

(ii)

(b) Describe the role of the wait staff during a buffet service. [4]

Transported Meal Systems

The most well known type of transported meals is airline food – also known as ‘in-flight’ catering.


Research this type of catering and explain how the airline food system works.


Advantages of in-flight meals:	Disadvantages of in-flight meals:
1.	1.
2.	2.
3.	3.


AC1.2 Job roles in the Hospitality and Catering industry

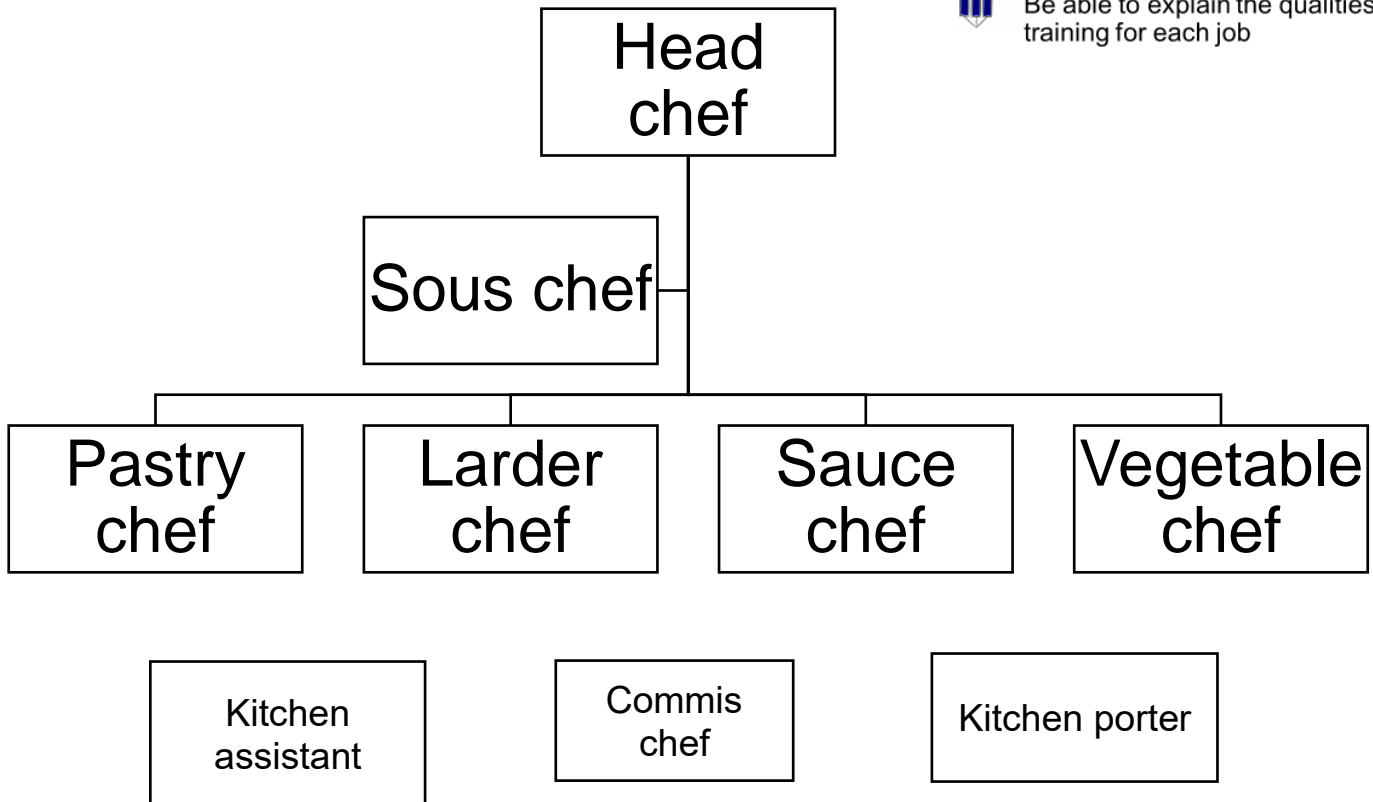
The kitchen brigade

What are job roles in Hospitality?

 Be able to state a variety of job roles

 Explain the main requirements of each job

 Be able to explain the qualities and training for each job



Profile – Head chef

Responsibilities

Skills

Qualifications

Salary

Career progression

Profile – Sous chef

Responsibilities

Skills

Qualifications

Salary

Career progression

Profile – Chef de partie

Responsibilities

Skills

Qualifications

Salary

Career progression

Profile – Commis chef

Responsibilities

Skills

Qualifications

Salary

Career progression

Profile – Kitchen Assistant

Responsibilities

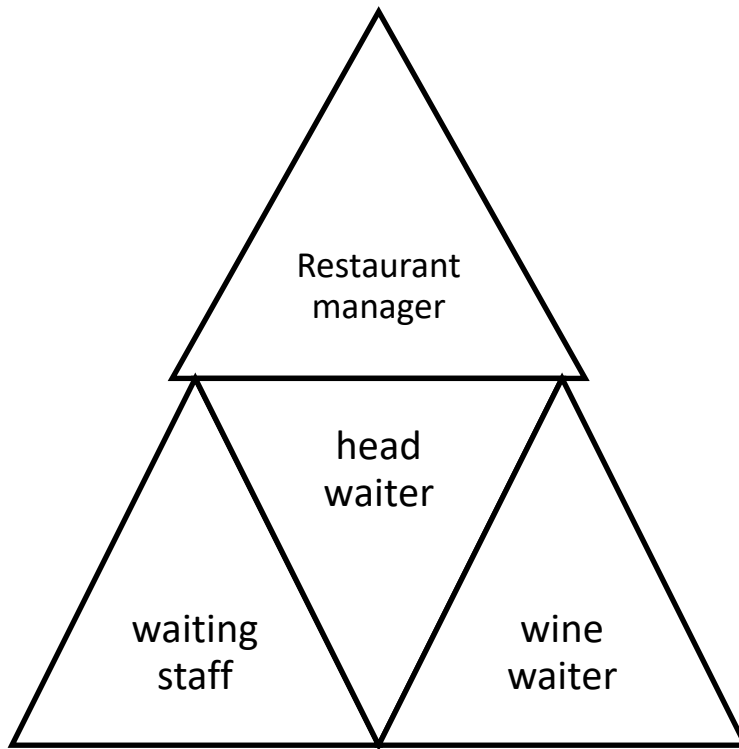
Skills

Qualifications

Salary

Career progression

Front of house



Describe the job roles of the staff above

Restaurant manager.....

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Head waiter/ess.....

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Wine waiter.....

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Waiting staff.....

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Station	Title (French)	Menu items prepared
Pastry chef		
Larder chef		
Vegetable chef		
Sauce chef		
Fish chef		
Soup chef		

AC 1.1 What are the working conditions in the Hospitality and Catering industry ?

When are the busy times for the Hospitality and catering industry?

Times of day		Days of week	Times of year
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Contracts of employment

Full-time

Part-time

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Casual

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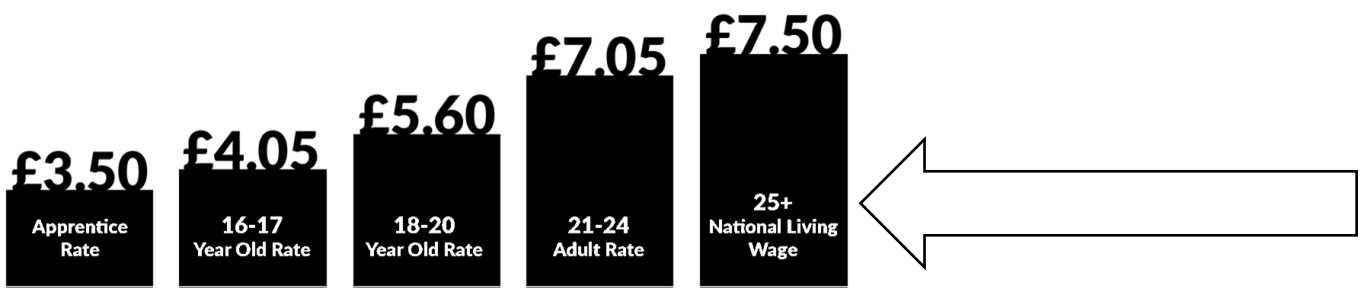
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Full-time and Part-time employees must have;

Legislation protecting workers

- 1.....
- 2.....
- 3.....
- 4.....
- 5.....
- 6.....



3. *The Royal Hotel needs to recruit staff for its busy holiday season, discuss the type of contract that would suit the following interviewees. What are the advantages to the Royal Hotel and the employees*

(a) A College student who studies 5 days a week but gets weekends and holidays off college.

Suitable contract

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Advantages for the student

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..... *Advantages for the hotel*

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(b) A mother of a 12 year old who is at school nearby in term time.

Suitable contract

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Advantages for the student

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..... *Advantages for the hotel*

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(c) where might an establishment find casual staff to work at short notice?

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(d) How much would a 17 year old earn if they worked 8 hours over the weekend?

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(e) What other remuneration could they receive ?

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9. Emma and Sam own a small restaurant in Devon and specialise in serving afternoon teas during the summer.

(a) List **four** factors Emma and Sam must consider when working out the selling price of the dishes. [4]

(i)

(ii)

(iii)

(iv)

(b) State **two** benefits of employing casual staff for the restaurant. [2]

(i)

(ii)

(c) Discuss the qualities Emma and Sam would expect of their wait staff. [4]

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[10]

**Sea View Guesthouse
Head Chef required**

- You will be responsible for a busy kitchen and 4 kitchen staff.
- The Sea View Guesthouse Restaurant is open Tuesdays to Saturdays for both lunch and evening meals.
- We offer an à la carte menu that needs updating.
- Salary negotiable.

*Explain 4 qualities that are essential for a head chef
What sort of salary could a head chef expect?*

AC1.4 Factors affecting success of Hospitality and Catering providers.

What are the reasons that Hospitality businesses could fail?

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4

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6

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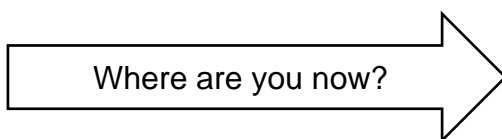
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9

10

	Factors affecting success of Hospitality and Catering providers
Coats	
Economy	
Environment	
Technology	
Cooking techniques	
Competition	
Customer service	
Trends	
Political factors	

What makes an establishment successful ?



Be able to state some of the factors



Explain how the factors can affect the success of the establishment



Consider reasons affecting success or failure and identify ways of dealing with them

SWOT analysis	
Category	
Sector	
USP	
STP	
Segment	
Target Group	
Positioning	
SWOT Analysis	
Strengths	
Weaknesses	
Opportunities	
Threats	
Competition	
Media	

A hotel/restaurant did not make a profit last year and wants to work out what changes they need to make so that they can make a profit this year. Suggest different ways the hotel/restaurant can improve their profit. (6 marks)

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NB – you can choose the type of hotel or restaurant.